



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

January 5, 2010

Dan Frank, Sr., VP of Finance & Operations
Prospect Medical
1920 East 17th Street, Suite 200
Santa Ana, CA 92705

Dear Mr. Frank:

RE: FINAL MONITORING VISIT REPORT for Prospect Medical – ET08-0251

Date of the Visit:	2/15/09
Beginning/Ending Time:	2:00 pm – 3:15 pm
Date of Last Visit:	7/10/08
Visit Location:	Santa Ana, CA
Persons in attendance:	Terri Holmes, VP of IT Ryan Swier, ETP Analyst
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	12/31/07-12/30/09	Agreement Amount:	\$407,400
Training Start Date:	2/4/08	No. to Retain:	388
Date Training must be Completed:	9/30/09	Range of Hours:	24-200
Type of Trainee:	Retrainee	Weighted Ave. Hours:	70

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ETP (04/15/05)

FINAL REPORT SUMMARY:

The Agreement was executed on 2/22/08 and training began on 2/4/08. Your staff reported that all training was completed on 1/08/09 which allows for the 90-day retention period to be completed within the term ending date of the Agreement – 12/30/09.

ETP approved two Agreement modifications during the course of the agreement. Agreement Revision #1 added on Computer Based Training (CBT), additional computer skills courses and updated the contact representative on 9/9/09. Agreement Revision #2 added on a computer skills course to the curriculum on 12/2/08.

INTERVIEW WITH THE CONTRACTOR

The Contractor (Ms. Holmes) reported that the prior contract representative and trainer, Ms. Jeannie Jurado, was no longer with the company that that Prospect Medical would not be conducting any more ETP training. Mr. Swier informed Ms. Holmes that an overpayment existed as \$9,307 had been paid out in Progress Payments as of the date of the meeting. Mr. Swier provided Ms. Holmes with the ETP Fiscal Department contact information and informed her to contact them immediately to discuss paying back the overpayment. Ms. Jurado was provided with an invoice from the ETP fiscal department in September 2009 and it was paid on September 24, 2009 for \$7,875 with check #24993.

PROJECT STATUS

Trainees Started Training:	74
Trainees Enrolled:	258
Dropped Following Enrollment:	51
Completed Minimum Training Hours:	3
Completed Training:	3
Completed Retention:	3

The chart below lists the training hours provided to the 74 trainees tracked on-line who reached the specified benchmarks:

NUMBER OF TRAINEES: TOTAL OF 74	HOURS COMPLETED	PERCENTAGE OF TOTAL ENROLLED
42	0-7.75	57%
29	8-23.75	39%
3	24-50	4%

As of the date of the Monitoring report, the Contractor's statistics showed that 3 trainees had completed a minimum of 24 hours of training to qualify for reimbursement. Mr. Swier explained to the contractor that the per trainee

reimbursement for class/lab training is based on the total number of training hours completed by each trainee, provided the minimum 24 hours of training and no more than the maximum 200 hours of training are completed, and all other Agreement terms and conditions are met.

The aforementioned 3 retrainees were provided a total of 96 hours of Class/Lab training. Therefore, Prospect Medical can potentially earn \$1,440 in reimbursement (0.35 percent of encumbered funds), if all Agreement terms and conditions are met. As of the date of this report the Prospect Medical has received \$1,432.00 of which of which \$1,432 is considered earned and approved by ETP.

ATTENDANCE ROSTERS:

During the Monitoring Visit, Mr. Swier randomly selected the attendance records of one enrolled trainee whom completed the minimum number of training hours. The review of the records revealed that the trainee had completed 42.33 hours of class/lab training. The review sample consisted of original daily class/lab attendance rosters for training provided from April 22, 2008 to November 3, 2008. Mr. Swier compared the information in the ETP on-line class/lab tracking system with the attendance rosters to ensure that the information was consistent.

The review of the completed rosters revealed that the information on the rosters was in accordance with Title 22, California Code of Regulations, Section 4442, Record Keeping and was consistent with information in the ETP on-line tracking report.

AUDIT:

Prospect Medical will be notified in writing if this agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding the information contained in this letter, please contact Ryan Swier at (619) 686-1902, or e-mail him at rswier@etp.ca.gov within ten (10) working days from the receipt of this letter.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Torres".

Diana Torres, Manager
San Diego Regional Office

A handwritten signature in black ink, appearing to read "R. Swier".

Ryan Swier, Contract Analyst
San Diego Regional Office

cc: Terri Holmes, IT Manager
Kulbir Mayall, Manager, Fiscal and Certification
Master File
Project File